HEALTH AFFAIRS

Learning Management System (LMS)

Update Session

December 2005

TMA Privacy Office

Agenda

- Updating Student Profile

- Accessing the Refresher Course

- Updating the Students Social Security Number (SSN) as a Training Admin

- Giving Credit for the Refresher Course

- Tracking Refresher Course Completion

- Refresher Training Roll Out Schedule

Training Objectives

- Upon completion of this lesson, you will be able to:

  – Login to the LMS

  – Update Student Profile

  – Access the Refresher Course

  – Update Student Profile with SSN as an Admin

  – Grant Course Credit for the Refresher Course

  – Track Completion Progress of the Refresher Course

  – Identify the Roll-Out Schedule for the Refresher Course

Accessing the Refresher Course

Accessing the LMS

- Select the <u>clicking here</u> hyperlink

Student Login

1. Enter Student ID and Password

2. Click on the Submit button

Updating the Students Profile (1 of 3)

- Upon login you will be brought to the Student Information page where you will have the ability to update your personal information

Updating the Students SSN (2 of 3)

1. Input your SSN (Required)

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Updating the Profile (3 of 3)

2. Update your email address, if necessary

3. Click on the Proceed to Development Plan button

Launching a Course (1 of 3)

1. In the Development Plan, select the Launch hyperlink to begin the HIPAA Refresher Course

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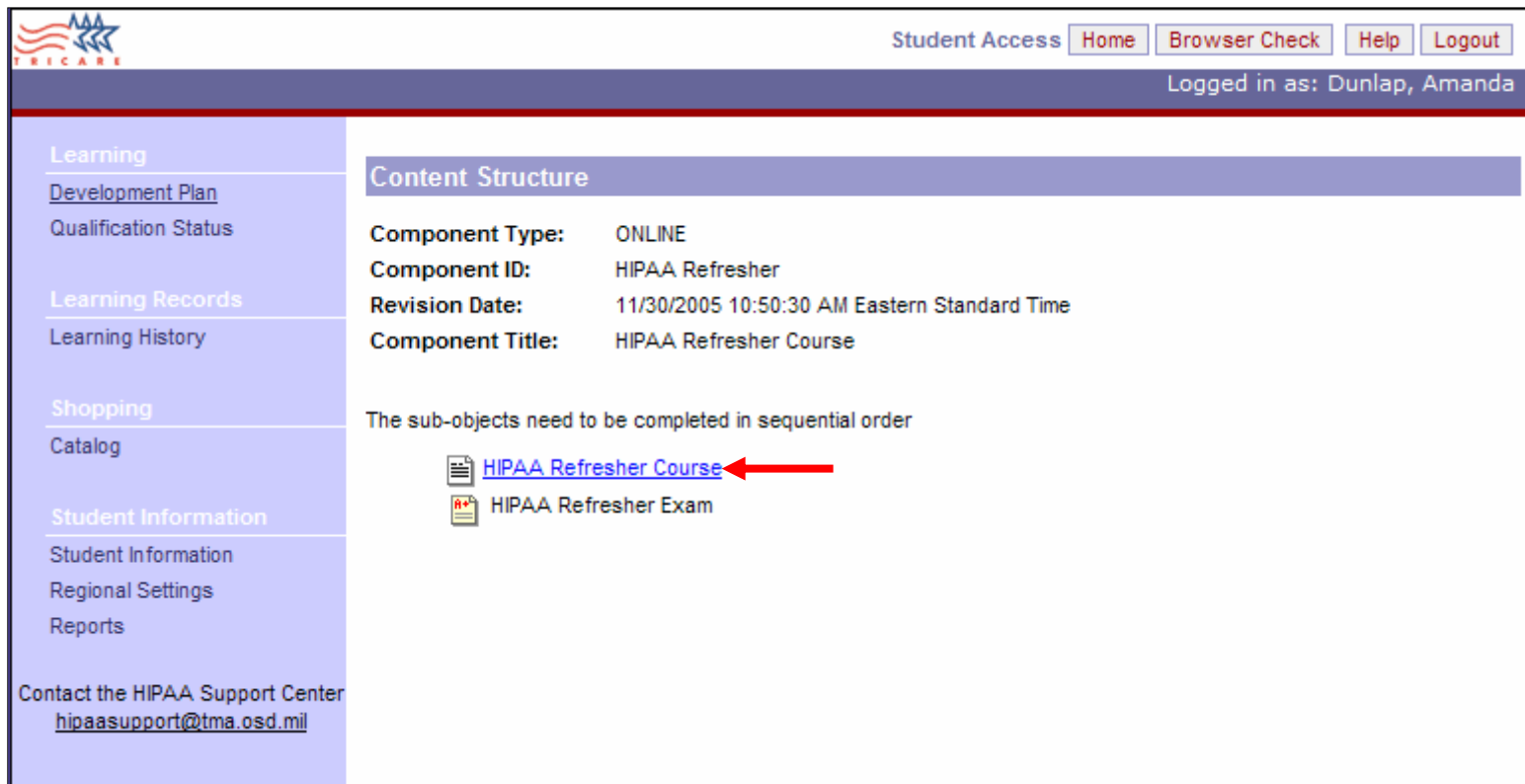
Launching a Course (2 of 3)

2. In the Content Structure view, click the course title hyperlink to begin the course

Launching a Course (3 of 3)

- The SCORM Adapter will load in a new browser window. *This is not an error.*
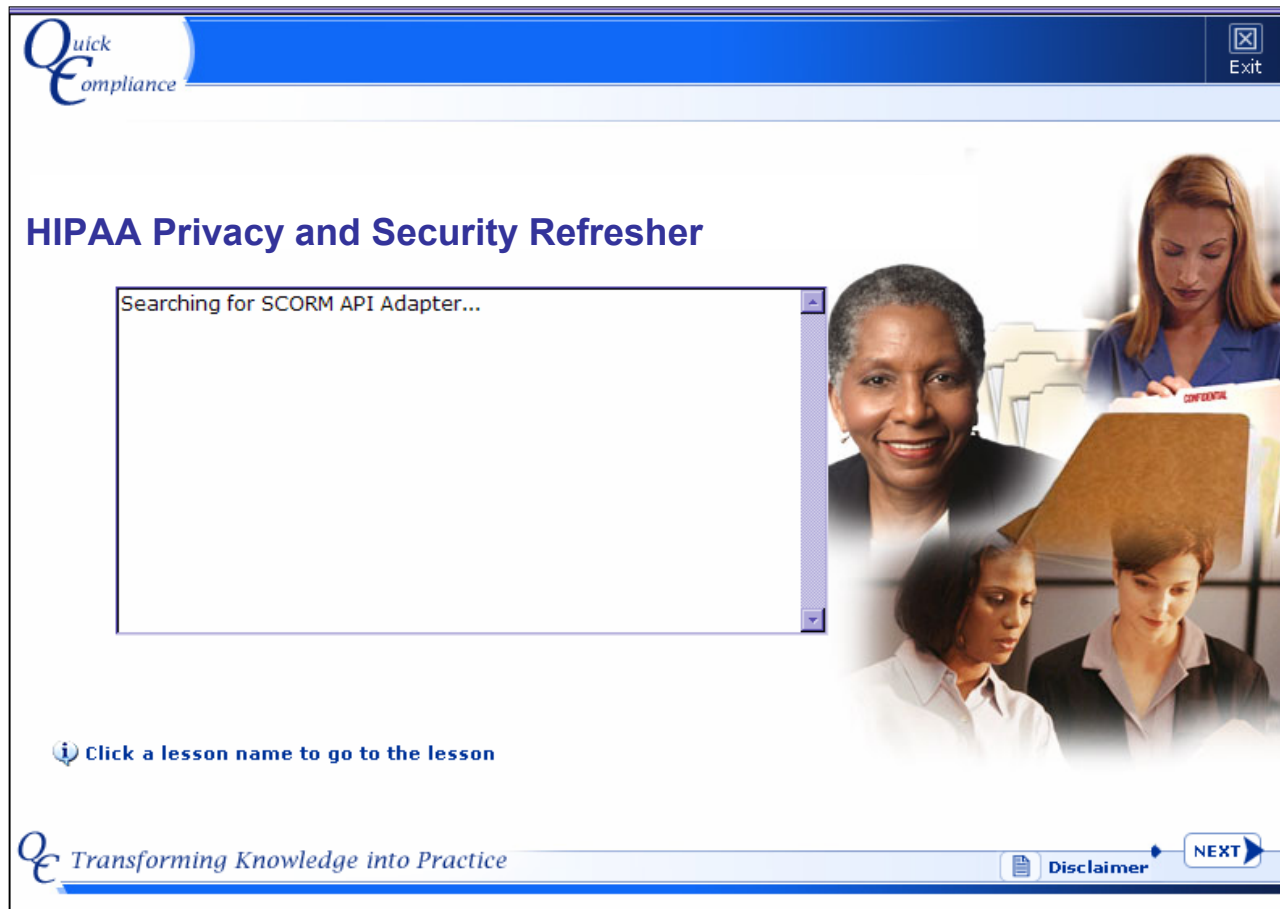
Completing the Course

•To begin the course, start at Section 1 and work your way through the entire course

•When exiting, be sure there are check marks next to all sections and click the Exit button

Examinations

- Examinations were added to some courses to ensure a minimum level of HIPAA knowledge across the MHS

- Policy: All individuals who have access to a computer are required to complete the online examination

  Exceptions:

  - if student does not have access to a computer
  - if student does not speak English
  - if course is taught in a classroom environment

Exam Workflow

```
┌──────────────┐      ┌──────────────┐      ◇──────────◇      ┌──────────────┐
│              │      │              │     ╱            ╲     │    Print     │
│ Take Course  │ ───▶ │  Take Exam   │ ──▶ ◇  Pass Exam  ◇ ─Yes─▶ Certificate │
│              │      │              │     ╲            ╱     │              │
└──────────────┘      └──────────────┘      ◇──────────◇      └──────────────┘
       ▲                                          │
       └──────────────────────No──────────────────┘
```
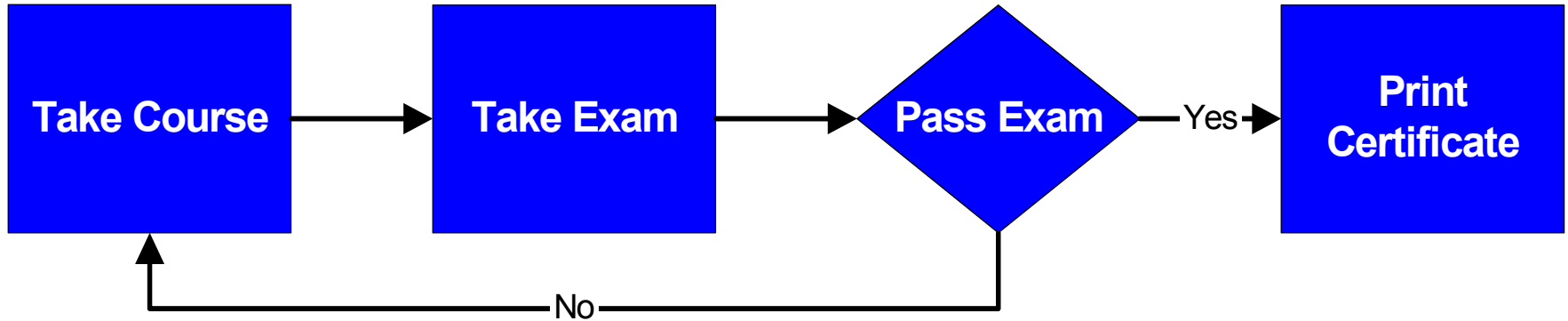
Refresher Exam

- The component (course + exam) will reside in the student's Development Plan until the student has successfully completed the exam

- Passing score is 75%. If the student does not pass, then both the course and the exam must be repeated
  - If exam is failed, the learning event will be recorded in the Learning History as "Needs Review"

- Once the student completes the exam, the component (course + exam) will appear in the student's Learning History
  - When the course is completed, students should print the completion certificate and obtain the appropriate signature (the MTF Privacy Officer or other appropriately designated individual)

- Exam questions are randomly assigned by the LMS

Accessing the Exam (1 of 2)

1. Click the appropriate link to access the exam
   - This link is active only after its prerequisite (the course) is complete

Accessing the Exam (2 of 2)

2. Read the message and click Continue

Learning History

- When a component is completed, its status is found in the student's Learning History

1. Click Print for the appropriate course

Certificate of Completion

- The certificate is created as a .pdf and can be printed or saved after it is generated

Certificate of Completion

This certifies that

Amanda Dunlap

Has successfully completed

HIPAA Refresher Course

Completed On 11/30/2005 11:21:16 AM Eastern Standard Time

_____
Instructor

Refresher Training: Administrator Functions

Administrator Functions

- The responsibilities of the Training Administrators during the role out of the Refresher Training are:

  – Updating the SSN as an Admin

  – Giving credit for Refresher Training

  – Tracking Course Completion

Updating the SSN as an Admin

1. Search for and select the correct student

2. Select the Custom Fields tab

Updating the SSN as an Admin

3. Enter the students SSN in the appropriate field

4. Click Apply Changes

Granting Course Credit: Refresher Training
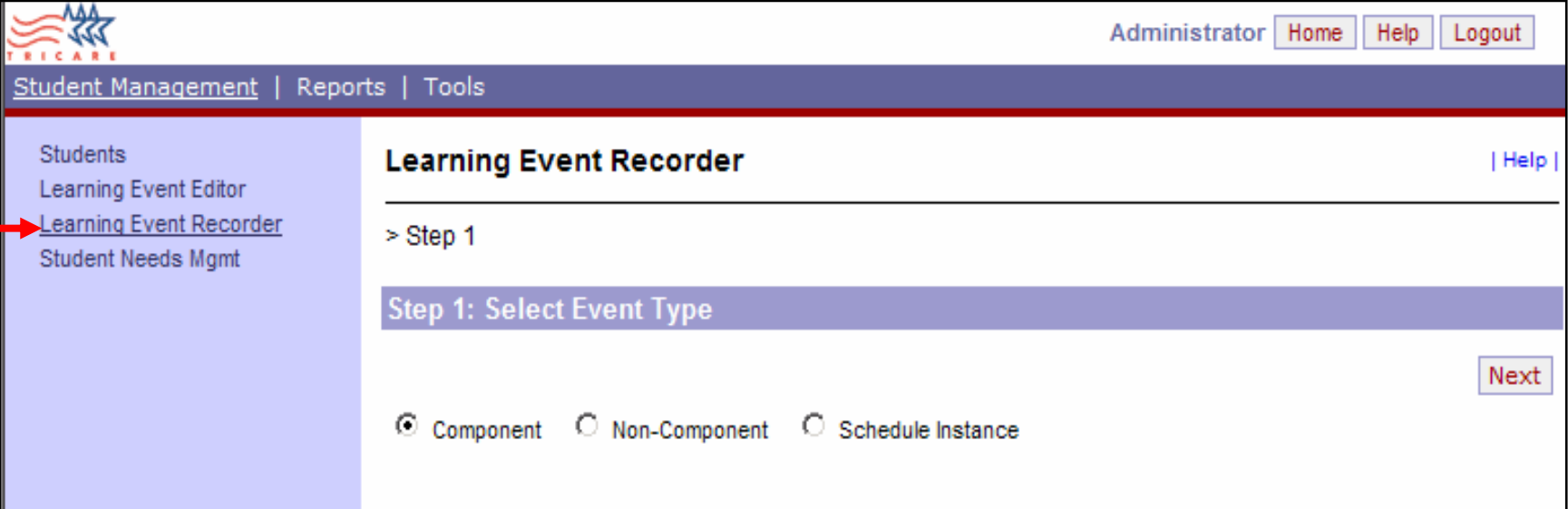
Granting Course Credit

- As a Training Administrator, you can grant course credit in the following instances:
  - Training was given in a group/classroom setting
  - A student was deleted from the system but still has his/her printed certificates
  - A duplicate record exists and you are combining the multiple student records
    - Note: There is no merge capability in the LMS

- Print certificates upon completion of a course

Learning Event Recorder (1 of 10)

- The Learning Event Recorder is a wizard that will step you through the process of granting credit for completed courses

1. Click Learning Event Recorder

Learning Event Recorder (2 of 10)

- Component is selected by default for Event Type

2. Click Next

Always use "Component"

Learning Event Recorder (3 of 10)

3. Select Component Type
4. Enter Component ID
5. Click Next

6. Complete required fields

7. Click Next

Learning Event Recorder (5 of 10)

8. Enter Student ID
9. Click Add

Learning Event Recorder (6 of 10)

• Student is added to the list

10. Click Next

Learning Event Recorder (7 of 10)

11. Click Next

12. Click Next

13. Click Finish

Learning Event Recorder | Help |

> Step 1 > Step 2 > Step 3 > Step 4 > Step 5 > Step 6> Step 7

Step7: Record Event

Previous | Finish

Component: ONLINE **HIPAA Refresher** (Rev 11/30/2005 10:50:30 AM Eastern Standard Time)
Component Title: HIPAA Refresher Course
Instructor:
Completion Date: 11/30/2005 11:45:23 AM Eastern Standard Time   Total Hours: Default Tuition: 0.00
Contact Hours: CPE: Credit Hours:
Auto Competency: ☐

Student	Status	Grade	Price Cost (USD) Centers	Profit Centers	Order Ticket
89 (Dunlap, Amanda)	COMPLETE (Completed Online Course)		0.00		
Comments:					

Learning Event Recorder (10 of 10)

14. View Status

Tracking Completion Progress: Refresher Training

Custom Reports

- A custom report can be run to determine completion percentages per qualification
  - Remember: Qualifications are comprised of components

- Components in a qualification (i.e., nursing) are determined by courses assigned to that job position

- Components in the Refresher and Security qualifications include the course and the exam

Custom Reports (1 of 11)

1. Click Reports to access the reporting function
2. Click Custom Reports
3. Leave fields blank and click Search

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Custom Reports (2 of 11)

4. Click Run

Custom Reports (3 of 11)

5. For Domain, click Select from list

Custom Reports (4 of 11)

6. Enter Domain ID

7. Click Search

Custom Reports (5 of 11)

8. Check "Top Level Only"

9. Click Add to Filter

Custom Reports (6 of 11)

10. Click Submit Filter

> Run Report > by Domain

| Create Filter | **View Filter** |

View Domain Results

Add IDs

To manually add **ID**s to your filter, enter the exact **ID**s (separate multiple entries with commas), and click **Add**. The filter IDs are case sensitive.

Domain ID: [   ] Add

Edit Domain Results

Click **Submit Filter** to add the records listed to your filter. To remove record(s) from this list, use the checkboxes to select, and then click **Removed Checked IDs** to remove the selected records. To include **Sub Domains** of the selected records, click the corresponding checkbox in the **Include Sub Domains** column. Click **Reset** to revert to system default.

| Submit Filter | Remove Checked IDs | Reset |

Domain ID	Description	Levels	Remove Select / Deselect All	Include Sub Domains
T001	T001	0	☐	No

| Submit Filter | Remove Checked IDs | Reset |

Custom Reports (7 of 11)

- You are returned to Run Pass Percentage for Job Positions page

11. Click Select from list link next to Qualification Type

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Custom Reports (8 of 11)

12. Enter Qualification Type ID

13. Click Search

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Custom Reports (9 of 11)

14. Select the Qualification Type

15. Click Submit Selection

16. Click Submit Filter

Custom Reports (11 of 11)

17. Click Run Report

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Include Student Details: No

- Note "Delinquent" numbers

Pass Percentage for Job Positions

Summary	
No. of Students:	61
No. of Students Complete:	6
No. of Students Incomplete:	55
Percentage of Students Complete:	9.83%
Students 31-60 Days Delinquent:	3
Students 61-90 Days Delinquent:	0
Students 90+ Days Delinquent:	52

Domain Summary

| Domain ID	Domain	No. of Students Per Domain	No. of Students Complete	No. of Students Incomplete	Percentage of Students Complete	31-60 Days Delinquent	61-90 Days Delinquent	90+ Days Delinquent
T001	T001	61	6	55	9.83%	3	0	52

Report Details

Domain ID	Domain	Job Description	No. of Students Per Job Position	No. of Students Complete	No. of Students Incomplete	Percentage of Students Complete
T001	T001	Administrative Support Services	5	0	5	0%

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Include Student Details: Yes

Pass Percentage for Job Positions

Summary

No. of Students:	61
No. of Students Complete:	6
No. of Students Incomplete:	55
Percentage of Students Complete:	9.83%

Domain Summary

Domain ID	Domain	No. of Students Per Domain	No. of Students Complete	No. of Students Incomplete	Percentage of Students Complete
T001	T001	61	6	55	9.83%

Report Details

Student Name	Student ID	Completion Percent Per Job Student	Description	Qual ID	Domain	Domain ID	Deployed	Days Non Compliant
Cisneros, Karla	test	80.00	Volunteers	Nursing	T001	T001		525
Amanda, Test	391686	20.00	Administrative Support Services	ASS	T001	T001	X	461

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High Level Report

- Note "Deployed" and "Delinquent" numbers

Pass Percentage for Job Positions

Summary

TOTAL No. of Students:	6499	:	
No. of Students:	6496	No. of Students Deployed:	3
No. of Students Complete:	6401	:	
No. of Students Incomplete:	95	:	
Percentage of Students Complete:	98.53%	:	
Students 31-60 Days Delinquent:	18	Deployed Students 31-60 Days Delinquent:	0
Students 61-90 Days Delinquent:	5	Deployed Students 61-90 Days Delinquent:	0
Students 90+ Days Delinquent:	26	Deployed Students 90+ Days Delinquent:	0

Refresher Training Roll-Out Schedule

Date	Job Positions
January 2006	•Nursing
February 2006	•Admin Support Services •Business/Finance •Provider
March 2006	•Ancillary Clinical •Facility Support Services
April 2006	•IM/IT •Medical Records/Patient Admin •Senior Executive Staff •Volunteers

Summary

- You should now be able to:

    – Login to the LMS

    – Update Student Profile with SSN

    – Access the Refresher Course

    – Update Student Profile with SSN as an Admin

    – Grant Course Credit for the Refresher Course

    – Track Completion Progress of the Refresher Course

    – Identify the Roll-Out Schedule for the Refresher Course

Resources

- DoD 6025.18-R, "DoD Health Information Privacy Regulation", January 2003

- DoD 8580.X-R, DoD Health Information Security Regulation (Draft)

- www.tricare.osd.mil/tmaprivacy/HIPAA.cfm

- privacymail@tma.osd.mil for subject matter questions

- www.hipaasupport.tricare.osd.mil for tool related questions

- http://www.tricare.osd.mil/tmaprivacy/Mailing-List.cfm to subscribe to the TMA Privacy Office E-New

- Service HIPAA Privacy/Security representatives